Haiku for Android Users Quick Start Guide

Getting Started

Welcome to Haiku, Epic's mobile app for Android smartphones.

Download Haiku

On your device, tap to open the Google Play store and search the Apps section for "Epic Haiku". In the search results, tap and install the Haiku for Android app.

Log in

On your device, tap the app's icon and enter your user ID and password in the login fields. Tap the label at the top of the login screen to connect to a different organization or instance.

!	*If you forget your Epic user ID or password,* call the Help Desk at 716-828-3600

i	*Tap and hold an item on the screen to see a tooltip with more information on patients, appointments, In Basket messages, and more.*

What is an activity?

Each activity supports a specific task, such as reviewing the chart or e-prescribing medications. You can access startup activities when you open Haiku, and you can access chart activities from the springboard, which appears when you first open a chart or when you tap Back from any chart activity.

Log out

When you leave Haiku to go to your device home screen or switch to another app, Haiku continues to run in the background. For security reasons, Haiku automatically logs you out after 10 minutes of inactivity. You will be able to use biometrics to log in if you have recently entered your password. However, you can also log out yourself if you know you won't need to use the app for a while.

To do so, tap the **Menu** or button on your device to see the options menu and tap **Logout**. Note that you can't see the options menu from within a patient's chart.

Find Your Patients

Find admitted patients

Tap to open your default patient list or all patient list folders if you don't have a default list. With a default list, you don't have to pick one from your folder each time you open the activity. You can set up a default list in Hyperspace by right-clicking the list and clicking Default List. You can tap to open a different patient list. The following icons indicate that a patient has new information to review.

- indicates new abnormal results.
- indicates new critical results.
- indicates new notes.

	You can tap to sort the current list.

!	*Note that you can only remove these icons in Hyperspace by clicking* **Time Mark** *in the Notes activity or the Results Review activity.*

Find clinical appointments and surgical cases

Tap to open your schedule. Select a date on the calendar view to see your schedule for that day.

To see schedules for other groups, departments, or colleagues, tap .

The schedule shows each patient's age and sex, as well the appointment type. The ring icons that appear around the appointment time indicate the appointment's time and length.

Surgical cases appear like this:

Since we use dots to mark appointments on your schedule, you can see the dot color as a bar on the left side in Haiku as well.

Find other patients

To find a patient who isn't on your patient list or schedule, tap to open the Patient Search activity. Then search as you normally do in Hyperspace, using the patient's name or MRN, as well as sex or date of birth. The results appear with more patient details, such as address. Tap the Menu button or to sort results.

If you select a patient from a search, any documentation you do in Haiku is linked to the most recent available encounter. If Haiku can't find a recent encounter for the patient, a new encounter is created to store your documentation.

Manage In Basket Messages

In the In Basket activity, you can read and respond to many types of messages, including:

- Staff Message
- Results
- Cosign - Clinic Orders
- Rx Request
- Pt Advice Request
- Patient Call

You can also create new Staff Messages.

The In Basket folder appears with the number of unread messages. The number appears in red if any of the unread messages are high priority. If you don't have any unread messages, no number appears. If you don't have any messages in that folder, the folder appears in gray.

Prioritize messages

The following icons appear next to messages in a folder to help you prioritize them:

	High priority

	Low priority
	Unread message
	Pended message In Hyperspace, you can mark messages that you want to remain in your In Basket as pended.
	Overdue message In Hyperspace, when sending a message, the sender can include an action, such as "Call patient". The action can also be flagged with a due date and time. If that due date and time has passed, the message appears as overdue in Hyperspace and the app.
	You are responsible for the message. Messages with responsibility help recipients track whether someone has started working on a task. Only the person who has responsibility for a message can mark it as done.

Swipe left on an In Basket message and tap **Defer** to remove the message from your mobile In Basket. Messages you defer appear in your Hyperspace In Basket, but are hidden from your mobile In Basket.

Work with Staff Messages

1. To create a new Staff Message, tap from the In Basket activity.
2. Write your message and, optionally, add the following flags to your message before sending it:
   - flags the recipient to call you.
   - flags the message as high priority.
3. Tap to send the message.

When you receive a Staff Message, tap to reply or tap to forward the message.

Review results

Tap a result to open it.

The following icons can appear next to Results messages:

and	The patient has abnormal results. After you read the message, the icon becomes round.
and	The patient has critical results. After you read the message, the icon becomes round.
	The patient had a previously abnormal result for this order.
2	The green circle indicates that all the patient's orders have been resulted. A number indicates the total number of resulted orders that you haven't yet reviewed.
4	Not all orders for this patient have been resulted. A number indicates the total number of orders that have been resulted that you haven't yet reviewed.

Release results to MyChart

1. In a Results message, tap and select the results you want to release.
2. To add a comment for the patient, tap the result, tap , and type your comment.
3. On the Results Release screen, tap **Release**.

Send a reminder to follow up on a result

If you see a result in a Results message that you want to investigate further, you can send yourself a reminder to do so. The reminder is sent as a Patient Reminder message with the original Results message attached to it. Note that you can only access the reminder message in your Hyperspace In Basket.

1. In a Results message, tap .
2. Enter any additional text you want to add and tap to send the reminder to yourself.

Create a result note

1. In a Results message, tap .
2. Tap **Route To** and search for a recipient. Select one or more recipients.
3. Tap **Compose note** to enter a note for the result and then select orders at the bottom of the screen to attach to the Result Note.
4. Optionally, mark the note as Important by selecting the **Important** check box. If you want to file your note as a QuickNote, select the box next to the **Also File as QuickNote** option.
5. Tap to send the note. If you selected the QuickNote option, the note is also filed as a QuickNote.

Refill prescriptions

1. In an Rx Request message, tap a pending medication to review the order details. Tap the **Back** button to return to the message.
   - If you need to review the full chart, tap the patient's name.
2. Act on the request:
   - Tap **Edit** to selectively approve and refuse pending medications or edit the order details. Tap to edit the order details for a medication and, when you are finished, tap **Accept**.
   - Tap **Approve** to approve all pending medications.
   - Tap **Refuse** to refuse all pending medications. Select a reason for refusal for each medication and tap **Accept**.
3. Tap **Sign** to sign any approved refill requests. If you have addressed all the requests in the message, it is removed from your In Basket.
4. Select **Close encounter** if desired and tap **Accept**.

Cosign clinic orders

1. In a Cosign - Clinic Orders message, tap an order to review the order details.
   - If you need to review the full chart, tap the patient's name.

2. Act on the request to complete the message and remove it from your In Basket:
   - Tap **Sign** to cosign the orders.
   - Tap **Decline** to decline to provide your cosignature.
   - Tap to sign or decline individual orders in a single message.

Respond to patient advice requests

1. In a Pt Advice Request message, tap **View** to see any attachments.
   - If you need to review the full chart, tap the patient's name.
2. Act on the request:
   - Tap to reply to the patient by email.
   - Tap to forward the message to another provider.
   - Tap Called Pt to indicate that you have responded by calling the patient. The message is removed from your In Basket.
   - Tap to see other options, like **No Action**.

Review Patient Information

Review a snapshot of medical information

From the springboard, tap **Summary** to see an overview of the patient's current medical information.

The Current Medications section shows all the patient's outpatient and hospital medications. The following icons appear in this section:

	Long-term medication
	Patient-reported medication

Review past encounters

From the springboard, tap **Encounters** to review information about previous encounters. Tap an encounter to review it.

Review documents from outside organizations

From the springboard, tap **Care Everywhere**.

- Tap **Summaries** to review a patient's clinical summaries.
- Tap **Documents** to review a patient's clinical documents.

	Documents listed in black text are available to view, while documents listed in gray text must be requested from Hyperspace before you can view them.

Mark information as reviewed

In the Patient Summary activity, tap **Mark as Reviewed** to record that you've reviewed the patient information.

Capture Patient Photos and Media

Update a patient's photo

1. In the patient's chart, tap the patient photo or camera icon in the upper-right corner of the screen.
2. Tap **Update ID Photo** and use the camera on your device to take a picture.
3. Tap **Save** to save the photo to the Demographics activity in the chart.

Capture clinical images

1. In the Media Capture activity, tap **Capture Clinical Image** and use the camera on your device to take a picture.
2. Tap **Use Photo**, select a document type, such as Annotation, and enter a description.
3. Tap **Save** and enter a comment and document type to save the media to the chart. You can review media captures in the Media Manager or the Chart Review activity in Hyperspace.

Review Results

Review results

From the springboard, tap **Results** to see a list of recent results for the patient. Tap a result to see details.

- For lab tests, a table of lab results appears. Swipe left to see past values for the same lab. Tap **Report** to see the report view.
- For imaging or ECG results, a narrative report appears.

Tap and hold on a result to see the reference range for that component.

Review a patient's new or abnormal results

An icon appears in the patient list for patients with any new results. These same icons appear in the Results activity.

!	Abnormal result
!!	Critical result

View a graph of results

Review discrete lab results in a graph. While reviewing a table in the Results activity, turn your device horizontally.

Each result component appears on the graph in a unique color. To help you match the line color to a particular result component, a key appears at the top of the graph.

Focus on one type of result

Tap the colored circle on the left side of the screen that corresponds to that component's color. The line that represents that component appears brighter than the other lines. Slide your finger up and down in order to choose the component you want to bring to the front of the graph.

Focus on one result value

Each white data point on the graph represents a specific result value for a component. Tap and hold near a data point to view more information about that value, including the actual result value, the reference range, the result date, and the result time.

View and Create Notes and Letters

From the springboard, tap **Notes** to view and create notes and letters. Because CHS is licensed for Nuance speech recognition software, you can dictate your notes and letters. The Notes activity shows you all of a patient's encounter notes in one location.

From the list, tap a note you want to review. Tap **Back** to return to the list.

Use filters to narrow down the list of notes

To filter the notes you see in the activity, tap and choose a filter category. For example, you might filter by note type and show only progress notes. Tap to apply the filters you've selected. You can clear your filters by tapping and then **Refresh**.

Create a new note or letter

Notes and letters you create are automatically associated with an encounter in the patient's chart so you can find them later.

1. Tap to create a new note or letter. The encounter associated with the note appears in a gray banner beneath the patient header.
2. Enter text or tap the microphone button to use speech-to-text. You can tap the Nuance button to see more text options.
3. Tap **Sign at Close Encounter**, or tap to **Sign**, **Pend**, or **Restore** your note, or to change the note type. You can edit pended notes later from the Notes activity. Signed notes are filed to the chart. Note that you can't use Haiku to edit pended notes that were created in Hyperspace.

View Information in a Push Notification

Open an activity from a push notification

When you're already logged in to Haiku, you can open an activity directly from a push notification.

Simply tap the notification to open the related activity. For example, a critical result notification opens the related message in the In Basket activity.

Review recent notifications

Tap to open the Notifications activity.

Choose which push notifications appear

1. In the Notifications activity, tap and select **Notification Preferences**.
2. To turn off a certain type of notification, slide the button next to that notification type to the left. For example, to turn off push notifications for staff messages, slide the button next to "Staff messages" to the left. When you turn off a notification type, the notification still appears in the Notifications activity, but no alert or banner appears when you receive the notification.
3. To turn off all push notifications, slide the button next to "Push notifications" to the left.

E-Prescribe Medications

Note that you can only order medications, not procedures. Tap **Medications** from the springboard to open E-Prescribing.

!	*The E-Prescribing activity allows you to e-prescribe most outpatient medications, though there are some limitations for controlled medications and more complex medications. These limitations are by design, to help ensure safe use.*

Review medication information

The **Active Meds** tab shows a list of the patient's current outpatient prescriptions.

- Tap the allergies information bar to review the patient's allergies.
- Inpatient medications appear only in the patient summary.

Search for a medication

Tap to see your Haiku preference list and open search to find medications that aren't in your preference list. Medications included in Haiku and other preference lists are elevated in the search results.

The following icons appear in the search results:

	Medications that the system has added to your preference list
	Medications you have added to your Haiku preference list

When a patient is admitted, ⊞ disappears, and you cannot prescribe medications for the patient.

!	*Use Hyperspace to manage your preference list.*

Write a prescription

1. In the E-Prescribing activity, review any current prescriptions or facility-administered medications and tap the allergies information bar to review allergy information.
2. Tap ⊞ to search for a medication. Matching medications on your preference list appear at the top of the search results.
3. Select a medication and tap each field to enter specific order information. When you are finished filling out the medication details, tap **Accept**.
   - For call-in medications, select the appropriate **Class** in the medication details. You'll see a list of orders to phone in after you sign the orders.
   - If you see any medication warnings, you can bypass yellow alerts by tapping **Override** or **Accept**. You must go back and make changes to address red alerts.
4. The Summary screen appears. If necessary, tap ✎ to edit the pharmacy listed at the bottom of the screen.
5. Tap **Sign** and, if required, enter your password and tap **Done**.

ⓘ	*Tap ⋮ to verify the patient's benefit information or choose the pharmacy for your orders.*

Associate a diagnosis with an order

Tap **Associate Dx** on the medication summary screen to open the Diagnosis Association grid and select the appropriate diagnosis.

Contact Care Team Members

From the springboard, tap **Care Team** to see other providers who work with the patient.

Contact previous care team members

1. Tap 📞 to place a call to the care team member directly from your device. Note that Haiku can't mask your phone number, so it will appear on calls you make from your device.
2. Tap 🌐 to open a map of the care team member's clinic location.

Message Colleagues with Secure Chat

Secure chat is intended for use with all of our affiliated and employed providers, incuding staff, to care for our patients.

Read and reply to new messages

When you receive a new Secure Chat message, you get a notification on your device. Tap the notification to open the conversation and type your reply in the field at the bottom of the screen.

Review all conversations and start new ones

1. Tap  to open the Secure Chat activity and see a list of all your conversations.
   - The icons next to each message indicate who is participating in the conversation.
   - If a conversation is about a patient, that patient's name and, if they're admitted, their location, appear above the message.
2. Tap  to start a new conversation.

See who has read a message

Tap a message bubble to see the full list of users who have read it.